

## How to access Milliman Care Guidelines (MCG) clinical criteria

Mercy Care uses clinical criteria from Milliman Care Guidelines (MCG) when reviewing requests for prior authorization. You can check the MCG criteria. Just follow the instructions below.

### Access for members

**Mercy Care members can visit their secure member portal from the [MercyCareAZ.org](https://www.mercycareaz.org) website.**

- Login to the member portal from [MercyCareAZ.org](https://www.mercycareaz.org)
- Go to the section on the right labeled Resources
- Click MCG Guidelines and then follow the prompts below

### Access for providers

**Mercy Care providers can login to Availity®**

- Log onto Availity at <https://apps.availity.com/availity/web/public.elegant.login>
- Click on Payer Spaces on the navigation bar
- Click on the Mercy Care tile to bring you to our payer space
- Select the Resources tab
- Click MCG Guidelines and then follow the prompts below

### Access for all others

- Go to: <https://mercy care.access.mcg.com/index> and then follow the prompts

**Once you are in the criteria guidelines, follow these prompts:**

1. On the landing page you must read and accept the Terms and Conditions, then go to the next page.
2. After you've accepted the Terms and Conditions, you must enter the following information before selecting next:
  - a. First name
  - b. Last name
  - c. Choose what category best fits your interest in the guidelines
3. Enter your preferred way of receiving a verification code (text, email or telephone)
  - a. Once you receive your code, enter it into the MCG site.
4. You'll see a list of MCG Guidelines. Click on the guidelines you wish to review. You won't be able to print the guidelines.

These guidelines are proprietary to MCG. Mercy Care is not able to distribute them without the permission of MCG. MCG has provided a Cite Transparency tool that allows accounts and regulators to view multiple guidelines at one time through a web browser.